

February 8, 2008



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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**VIA UNITED STATES FIRST CLASS  
MAIL**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

I hereby certify that this paper or fee is being transmitted  
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Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450,  
on the date specified below.

February 8, 2008  
Date of Deposit

Linda Decker  
Name of Person Signing the Certificate

Linda Decker  
Signature

February 8, 2008  
Date of Signature

Re:	Invention:	DISTRIBUTED CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS AND METHODS
	First Named Inventor:	ANGEL, Mark
	Assignee:	Consona CRM Inc.
	Serial No.:	10/081,125
	Art Unit:	3621
	Filing Date:	February 21, 2002
	Our File No.:	P01655-US-01 (12178.0066)

**SUBMISSION OF STATEMENT UNDER 37 CFR 3.73 (b) AND REVOCATION  
OF POWER OF ATTORNEY WITH NEW POWER OF ATTORNEY AND CHANGE OF  
CORRESPONDENCE ADDRESS**

Dear Sir/Madam:

Please find enclosed a "Statement under 37 CFR 3.73(b)" form establishing that Consona CRM Inc. is the assignee of record for the above-referenced patent application. Also enclosed is a "Revocation of Power of Attorney With New Power of Attorney and Change of Correspondence Address" form executed by the assignee ("Power of Attorney"). As indicated in the Power of Attorney, the assignee of record wishes to appoint the petitioners associated with Customer Number 22446 and have all correspondence regarding this patent application directed to the undersigned. Accordingly, the assignee requests that the enclosed Statement of Ownership and Power of Attorney be accepted.

Commissioner for Patents  
Serial No. 10/081,125  
February 8, 2008  
Page 2

If you have any questions regarding this correspondence, please feel free to contact the undersigned.

Respectfully Submitted,

ICE MILLER LLP



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Registration No. 57,124

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Facsimile: (317) 592-4223

Date: February 8, 2008

WRL/

Enclosures: Statement Under 37 CFR 3.73(b)  
Revocation of Power of Attorney with New Power of Attorney  
and Change of Correspondence Address

cc: Ms. Kathy Kinder (*via e-mail*)  
Mr. Steve Bailey (*via e-mail*)

**REVOCATION OF POWER OF  
ATTORNEY WITH  
NEW POWER OF ATTORNEY  
AND  
CHANGE OF CORRESPONDENCE ADDRESS**

Application Number	10/081,125
Filing Date	February 21, 2002
First Named Inventor	ANGEL, Mark
Art Unit	3621
Examiner Name	WINTER, John M.
Attorney Docket Number	P01655-US-01 (12178.0066)

**I hereby revoke all previous powers of attorney given in the above-identified application.**☐ A Power of Attorney is submitted herewith.**OR**☒ I hereby appoint the practitioners associated with the Customer Number:

22446

☐ Please change the correspondence address for the above-identified application to:☒ The address associated with  
Customer Number:

22446

**OR**☐ Firm or  
Individual Name

Address

City

State

Zip

Country

Telephone

Email

I am the:

☐ Applicant/Inventor.☒ Assignee of record of the entire interest. See 37 CFR 3.71.  
*Statement under 37 CFR 3.73(b) is enclosed. (Form PTO/SB/96)***SIGNATURE of Applicant or Assignee of Record**

Signature

Name

Katherine L. Kinder, Vice President, Finance and Administration

Date

1/11/08

Telephone

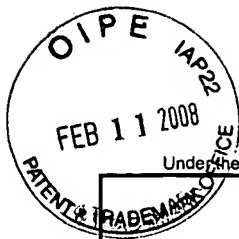
(317) 249-1336

NOTE: Signatures of all the inventors or assignees of record of the entire interest or their representative(s) are required. Submit multiple forms if more than one signature is required, see below.

☒ \*Total of 2 forms are submitted.

This collection of information is required by 37 CFR 1.36. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 3 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

*If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.*

**STATEMENT UNDER 37 CFR 3.73(b)**Applicant/Patent Owner: ANGEL, Mark et al.Application No./Patent No.: 10/081,125 Filed/Issue Date: February 21, 2002

Entitled:

Consona CRM Inc., a corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or
2. ☐ an assignee of less than the entire right, title and interest  
(The extent (by percentage) of its ownership interest is \_\_\_\_\_ %)

in the patent application/patent identified above by virtue of either:

A. ☐ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

OR

B. ☒ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: ANGEL, Mark et al. To: Kanisa, Inc.

The document was recorded in the United States Patent and Trademark Office at  
Reel 012926, Frame 0897, or for which a copy thereof is attached.

2. From: Kanisa, Inc. To: Knova Software, Inc.

The document was recorded in the United States Patent and Trademark Office at  
Reel 018642, Frame 0973, or for which a copy thereof is attached.

3. From: Knova Software, Inc. To: Consona CRM Inc.

The document was recorded in the United States Patent and Trademark Office at  
Reel 020254, Frame 0195, or for which a copy thereof is attached.

☐ Additional documents in the chain of title are listed on a supplemental sheet.

☐ As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

Signature

Katherine L. Kinder,

Printed or Typed Name

Vice President, Finance and Administration

Title

1/11/08

Date

317-249-1336

Telephone Number

This collection of information is required by 37 CFR 3.73(b). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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